INDIEGOGO

Help & Support

Why did you close my claim without any resolution???

Ticket details

[redacted]
1 month ago

THEY SCAMMED ME AND ARE NOT RESPONDING TO MESSAGES. I WANT MY MONEY BACK. I will keep filing tickets and credit card chargebacks until you either get the seller to respond or give me my money back.

[redacted]
1 month ago

They were supposed to deliver in OCTOBER 2024. SEVEN GODDAMN MONTHS AGO. They ignore DMs, emails, everything. It is impossible to get in touch with this campaign.

[redacted]
1 month ago

Their website https://getboltz.co is also a scam, and provides no way to contact the company. You need to ban this user and refund all backers.

[redacted]
1 month ago

If you cannot refund me, give me the contact info for Boltz since they aren't answering DMs and do not have any apparent email address I can use.

[redacted]
1 month ago

As an update, the Columbian government has initiated an investigation into the company and their campaign due to their primary site (getboltz.co) being under their jurisdiction. Godaddy and Google's cloud computing division are currently gathering evidence for the case.

[redacted]
1 month ago

As a warning, I will also be naming you in my complaint to the FTC as actively complicit in their scam, due to your failure to act on actionable information or hold the campaign to their contract. From what I understand, they are required to either provide the product or a refund, yet you choose not to enforce this requirement, enabling them to steal from your users without repercussion. I am also gathering multiple samples of other campaigns over a period of at least four years where you allowed this to happen, with the total sums of the combined stolen funds in the tens of millions of dollars and counting. Funds you allowed them to keep likely so you could keep your cut of the campaign proceedings. This may carry additional legal or regulatory ramifications beyond the scope of this individual refund.

Princess
1 month ago

Hi [redacted]

Thanks for writing in about the status of your chargeback. Chargebacks can take up to 75 days to be resolved by your bank. Currently, your status is still pending. We will reach out to you directly with any new information or resolution.

Thank you for your patience.

Regards,

Princess | Trust & User Operations
Explore all projects to support new crowdfunding and InDemand campaigns. You can always visit our Help Center for any questions and learn best practices in our Education Center.

Chris Bell
1 month ago

or you could just refund it and make this all end now.

Princess
1 month ago

Hi Chris,

Thank you for your patience as we reviewed your inquiry. Refunds cannot be completed by either Indiegogo or the Campaign Owner while the Contribution is being disputed with your card provider. In order to allow any party to initiate a refund, the chargeback dispute will need to be withdrawn with your card issuer for the card ending in [redacted].

Upon formally withdrawing the dispute, the bank should re-bill your account for the disputed charge and provide a Letter of Withdrawal, typically via mail within 7 business days. If you don't receive a physical letter, you should get a notification electronically either via email or on your associated online account. Once you obtain the Letter of Withdrawal please forward it to us.

For context as to why we need this official proof: the moment a cardholder withdraws a dispute, their bank completely stops all communication with Indiegogo and our payment processor, Stripe. They won't directly inform us or Stripe that the dispute has been withdrawn, so on our end we need you to provide an official document from your bank as proof you are no longer seeking these funds via chargeback.

Please confirm the document fulfills the requirements outlined below:

Withdrawal letter

- MUST be a screenshot of a message in the bank's online messaging portal or a photo of a letter on bank letterhead
- Cannot be a forwarded email from a bank rep
- MUST state cardholder dropped or withdrew the dispute and cannot be re-opened
- Cannot state the dispute was resolved in the cardholder's favor

Must include the following info, which must match the charge info:

- Cardholder name
- Last four digits of card
- Amount of dispute

Please reach out and let us know once you've completed these steps so we can confirm that things are in order.

Regards,

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This request is closed for comments. You can create a follow-up.

Still can't find what you need?

CONTACT SUPPORT